

Transcript: Malcolm

Nash-5896555525226496-5081939362627584

Full Transcript

Thanks for calling Benefits from the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Roderick. How are you? I'm doing good. How about you? I'm doing all right. I got a text this morning saying I was enrolled in, uh, benefits with the card. Which staffing company do you work for? Uh, Surge. W- Well, you want to decline the coverage? You said what, sir? Well, you want to decline the coverage? Um, did I want any health coverage? Sir, will you want to decline the coverage that Surge has to offer? Oh. Oh, um, what does it... What's the offer come with? I'm sorry, sir. It's health insurance offered through Surge. Health insur- insurance. Oh, no, it's okay. I have Medicaid. Yeah, so you want to decline the coverage? Yes, please. Right. What's the last four of your social? 8584. First name? Roderick. R-O-D-E-R-I-C-K H-I-L-L. Last name? Hill. H-I-L-L. It's gonna be Junior. For security purposes, can you verify your address and date of birth for me? 350 South Riley Street, Apartment 415, Las Vegas, Nevada 89148. And then, uh, birthday is 09/20/1995. Mm. Do you have filed your full social? Uh, give you the full social? Yes, sir. 530-89-8584. Thank you. So you s- so they have your birthday as 03/20/95 and then they have the wrong address on file. Oh, wow. Yeah, my birthday is 09/20/95. Okay. And then what was your address? We had a 1261- 1261 Belkner Avenue is fine. It can stay the same. That's my mailing address. Okay. Yes, sir. All right. Well, I got that decline for you, Mr. Hill. Is there anything else I can help you with today? Yes. Um, never mind. No, you wouldn't be able to help me with, with payment, with figuring out payment, right? No, sir. We only deal with health insurance portion. Okay. No. No. No, sir. I'm all good. I appreciate it. No problem, Mr. Hill. I hope you have a great rest of your week. You too. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits from the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Roderick. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm doing all right. I got a text this morning saying I was enrolled in, uh, benefits with the card.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: W- Well, you want to decline the coverage?

Speaker speaker_1: You said what, sir?

Speaker speaker_0: Well, you want to decline the coverage?

Speaker speaker_1: Um, did I want any health coverage?

Speaker speaker_0: Sir, will you want to decline the coverage that Surge has to offer?

Speaker speaker_1: Oh. Oh, um, what does it... What's the offer come with? I'm sorry, sir.

Speaker speaker_0: It's health insurance offered through Surge.

Speaker speaker_1: Health insur- insurance. Oh, no, it's okay. I have Medicaid.

Speaker speaker_0: Yeah, so you want to decline the coverage?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Right. What's the last four of your social?

Speaker speaker_1: 8584.

Speaker speaker_0: First name?

Speaker speaker_1: Roderick. R-O-D-E-R-I-C-K H-I-L-L.

Speaker speaker_0: Last name?

Speaker speaker_1: Hill. H-I-L-L. It's gonna be Junior.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 350 South Riley Street, Apartment 415, Las Vegas, Nevada 89148. And then, uh, birthday is 09/20/1995.

Speaker speaker_0: Mm. Do you have filed your full social?

Speaker speaker_1: Uh, give you the full social?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 530-89-8584.

Speaker speaker_0: Thank you. So you s- so they have your birthday as 03/20/95 and then they have the wrong address on file.

Speaker speaker_1: Oh, wow. Yeah, my birthday is 09/20/95.

Speaker speaker_0: Okay. And then what was your address? We had a 1261-

Speaker speaker_1: 1261 Belkner Avenue is fine. It can stay the same. That's my mailing address.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. Well, I got that decline for you, Mr. Hill. Is there anything else I can help you with today?

Speaker speaker_1: Yes. Um, never mind. No, you wouldn't be able to help me with, with payment, with figuring out payment, right?

Speaker speaker_0: No, sir. We only deal with health insurance portion.

Speaker speaker_1: Okay. No. No. No, sir. I'm all good. I appreciate it.

Speaker speaker_0: No problem, Mr. Hill. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.